

EVS STARTER

**Genesys' Premium Client App:
User's Guide**

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How to get start with EVS Starter (Premium Client App)?

1. Check your email

Upon installing the EVS Starter premium client app, it will send an email having your login credentials to EVS Starter.

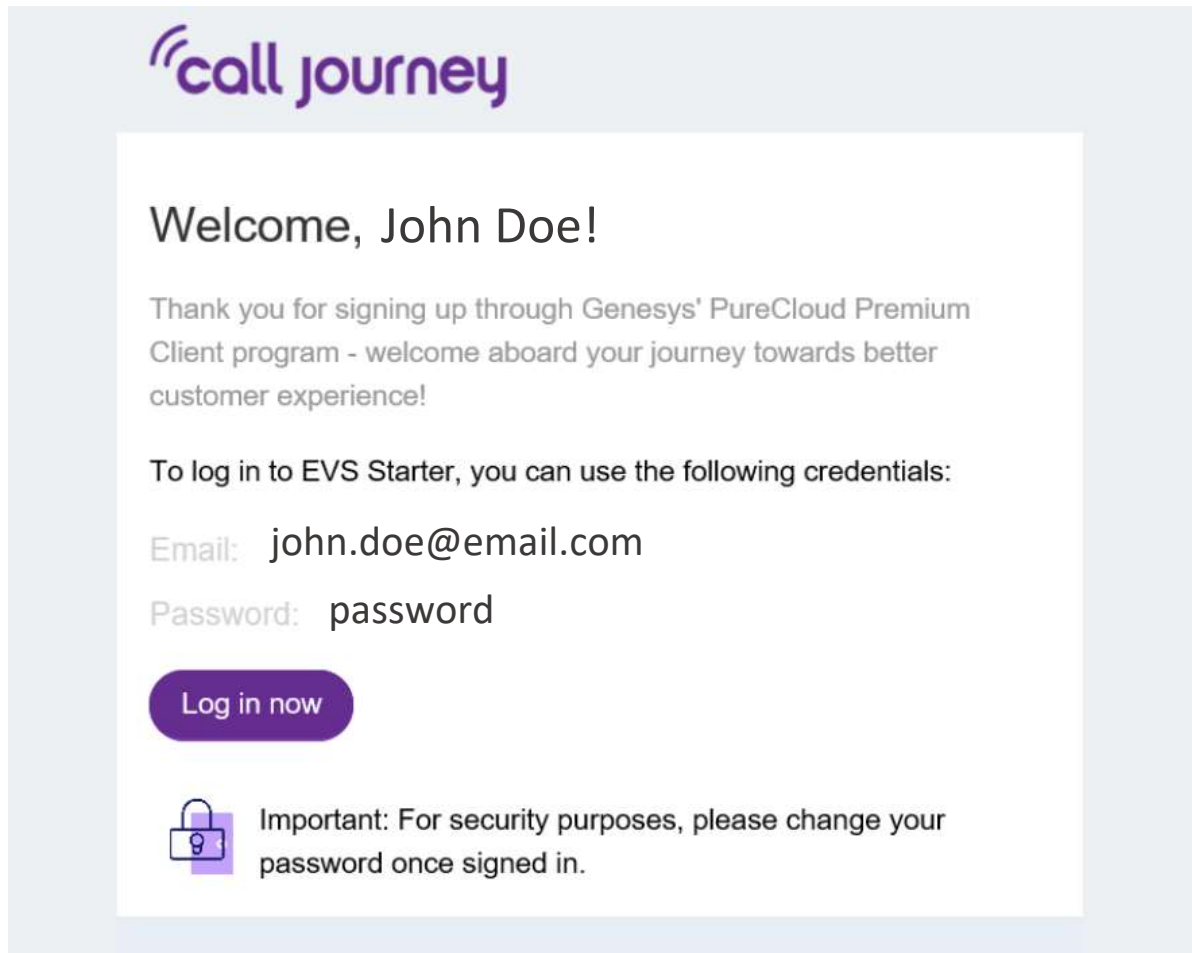


Figure 1 Sample Welcome email

2. Manage Users

After installing the Premium client app, you must set up **EVS Starter agents** and **supervisors**. To do this:

- a. Log in to Genesys' Purecloud portal.

Note: You must have an **Admin role** permissions and/or **Directory-Group** permissions.

The screenshot shows the 'Permissions' tab of a role configuration page. It features a search bar with 'Group' entered and two radio buttons for 'All Permissions' (selected) and 'Assigned Permissions'. Below is a table of permissions with the 'Directory > Group > All Permissions' entry highlighted in yellow. At the bottom, there is a pagination control showing 'Page 1 of 1' and '25 records per page'.

Permission	Description	Li
<input checked="" type="checkbox"/> authorization > orgTrusteeGroup > View	View Organization Trustee Groups	
<input checked="" type="checkbox"/> Directory > Group > All Permissions	Assigns all Group permissions, including any future permissions	
<input checked="" type="checkbox"/> Directory > Group > Add	Create a group	
<input checked="" type="checkbox"/> Directory > Group > Delete	Delete groups	
<input checked="" type="checkbox"/> Directory > Group > Edit	Edit groups	

Figure 2 Directory-Group permissions

b. Go to Apps -> EVS Starter

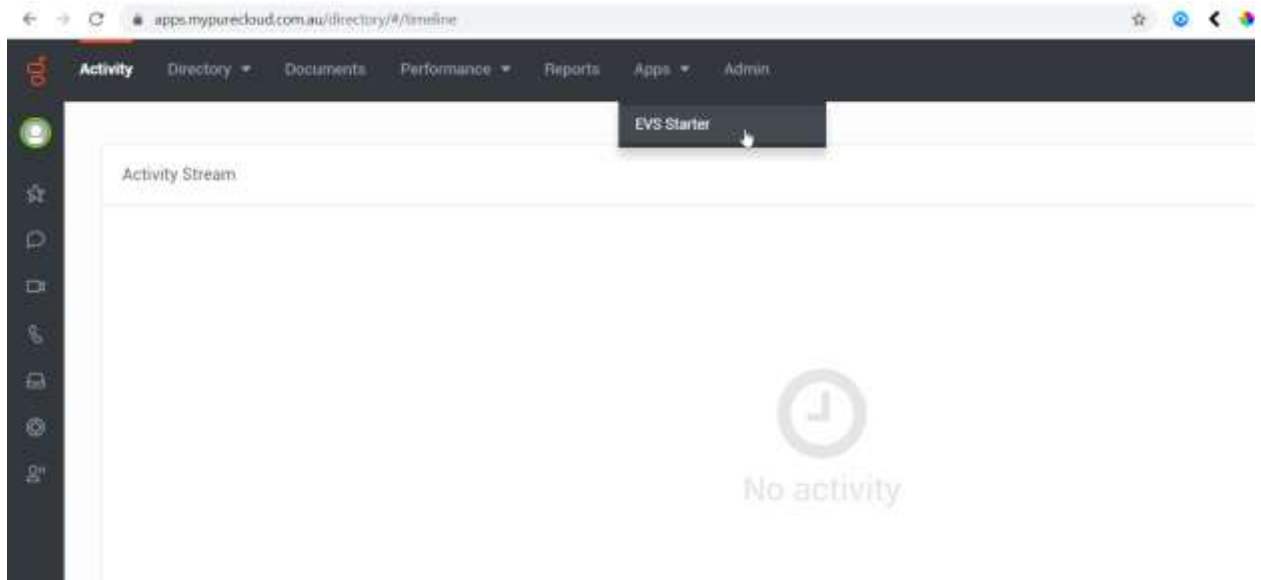


Figure 3 Genesys' PureCloud Apps -> EVS Starter

c. On Supervisor view, Click 'Go To Groups' button

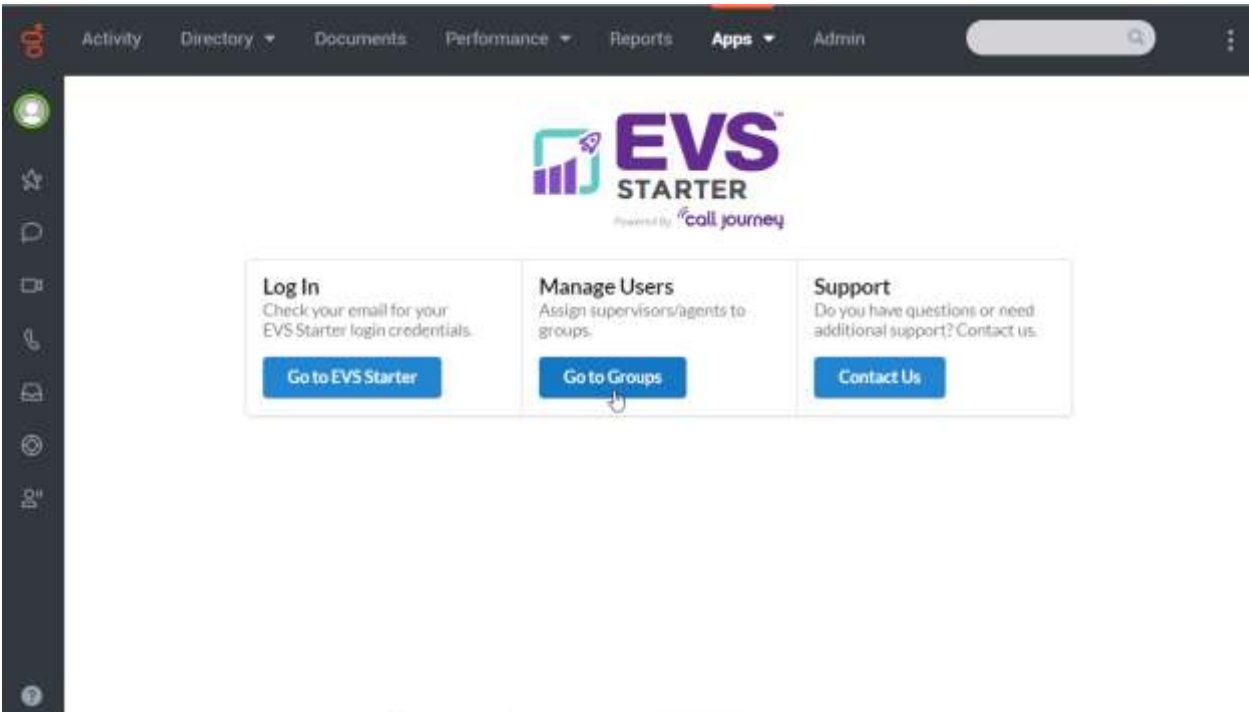


Figure 4 Supervisor View

d. Choose **EVSSTARTER_Agents** or **EVSSTARTER_Supervisors**, then click 'Edit'.

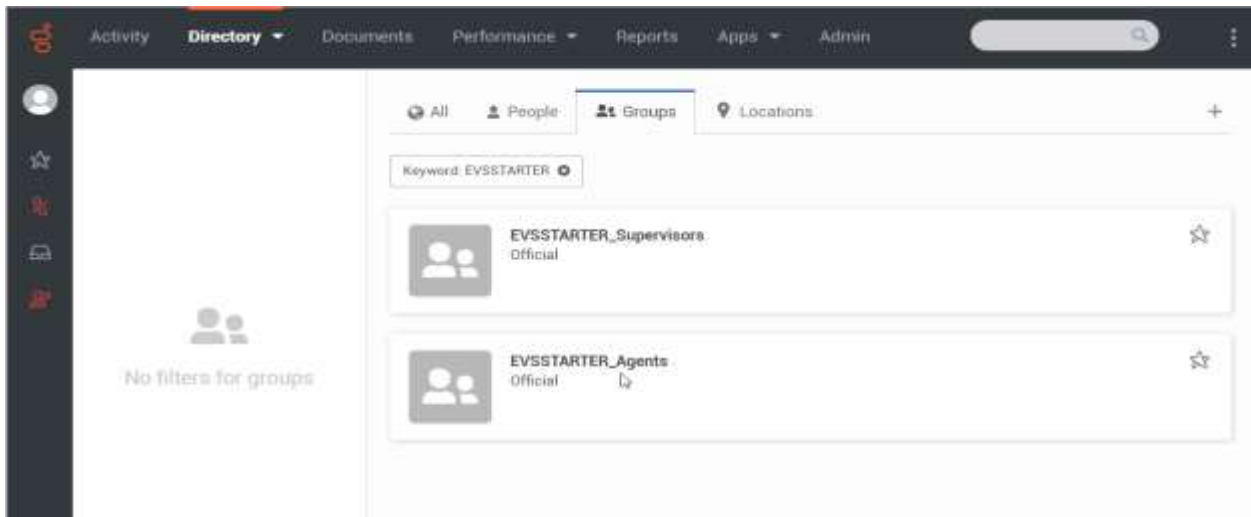


Figure 5 EVS Starter Group List

e. Navigate to **Individual** tab, on the textbox below, search for a user then select.

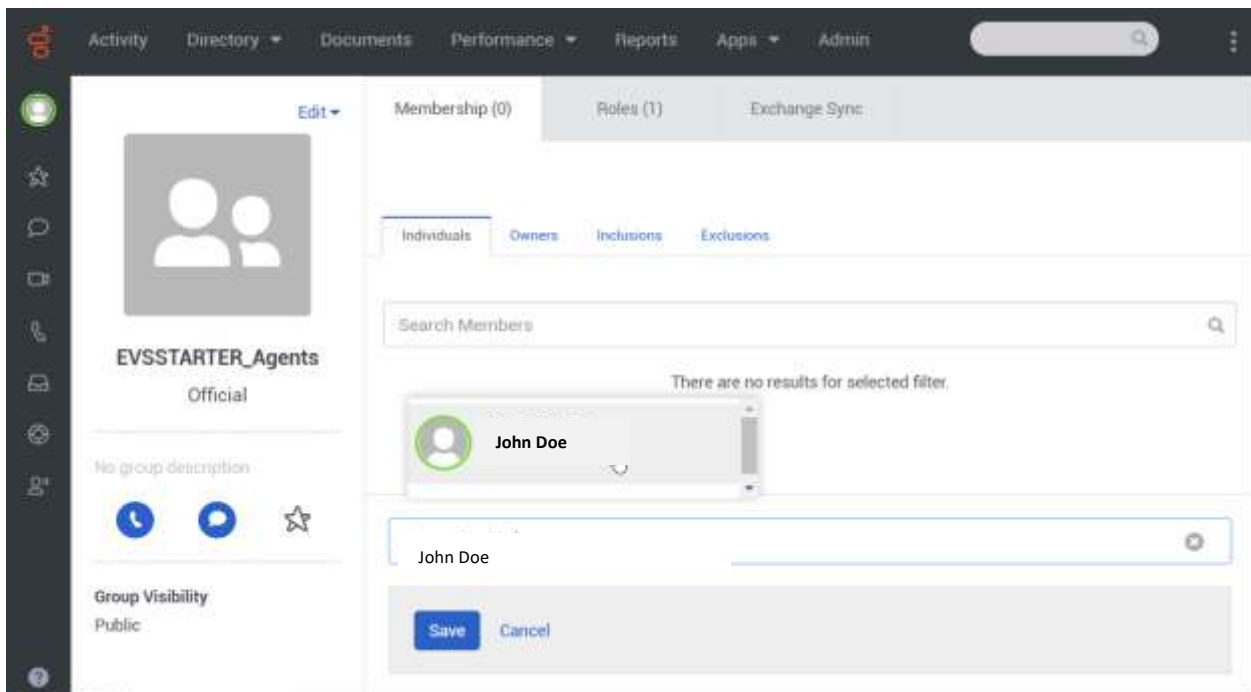


Figure 6 Group details Edit view

f. It will add automatically to the list, then click **'Save'**.

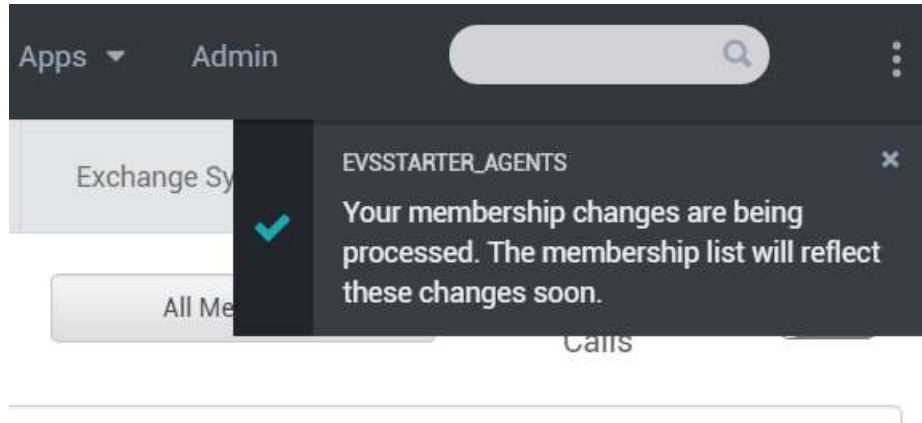


Figure 7 Success message

3. Log in to EVS Starter

a. Go to your **PureCloud portal** -> **Apps** -> **EVS Starter**.
Click **'Go to EVS Starter'**.

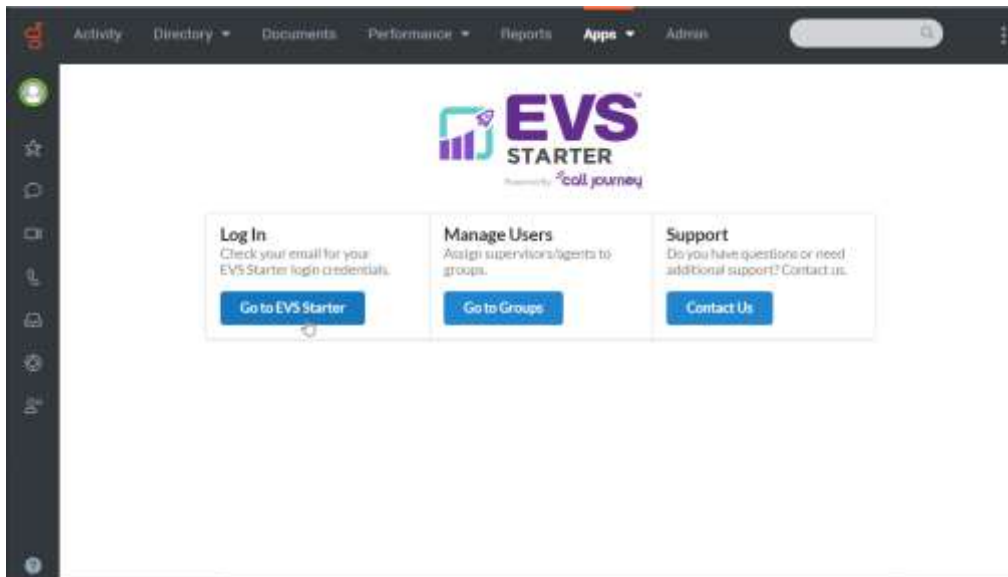


Figure 8 Go to EVS Starter